

## Application Assisters

Application Assisters are individuals that have been trained to assist an individual with the Medicaid application process. Primary Contractors are required to provide Application Assister services to Medicaid recipients. The intent is to address barriers that may prevent the individual from becoming Medicaid eligible in a timely manner and, more importantly, beginning her prenatal care as soon as possible.

Application Assisters should understand that their functions are limited to initial processing activities and that Medicaid employees continue to make all eligibility determinations.

Application Assisters will conduct themselves in a manner so as to avoid any conflict of interests. The Application Assisters will not process applications for relatives, friends, or any other persons for whom doing so could reasonably be perceived as constituting a conflict of interest. The Application Assisters will refer any questionable cases to Medicaid for handling.

### Primary Contractor Responsibilities

The Primary Contractor will ensure that Application Assister services are provided to Medicaid recipients.

The Primary Contractor will ensure that the Application Assister understands that functions are limited to assisting applicants in these ways:

- Taking/accepting applications
- Completing the Medicaid eligibility application #291, preferably online at [www.insurealabama.org](http://www.insurealabama.org).
- Use of online applications is preferred, however, if a paper application is used, the Contractor will forward all completed #291 applications to the designated Medicaid eligibility contact person.
- Providing information and referral on related programs and services.
- Obtaining required documentation needed to complete processing of the application.
- Assuring completeness of the information contained on the application.
- Conducting interviews.

### Training

Application Assister training is provided free of charge by the Alabama Medicaid Agency staff. The Contractor shall have an individual (s) designated as a trainer for the Train-the-Trainer program. The designee must attend the Train-the-Trainer class and provide certification training to Application Assisters as deemed necessary in order to maintain compliance with certification and re-certification requirements. The certification period for Application Assisters and the Train-the-Trainer designee is every two years. Each Application Assister must be trained prior to assisting with the application process. The training will cover all requirements under initial processing functions.

Application Assisters Report  
 Date Submitted to Medicaid \_\_\_\_\_  
 \_\_\_\_ Annual Report      \_\_\_\_ Change Report

Name of Application Assister	Title of Application Assister	Is the Assister a Trainer	Date of Certification	End Date of Certification End Date	Date of Re-certification

Signature: \_\_\_\_\_ Date : \_\_\_\_\_